GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:241
ANSWERED ON:25.02.2016
Services at Airports
Sathyabama Smt. V.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is aware of the various difficulties being faced by passengers at the airports in the country, if so, the details thereof;

(b) whether the Government has initiated a process to address these difficulties;

(c) if so, the details thereof;

(d) whether the Airports Authority of India (AAI) which operates 125 airports in the country proposes to hire a consultant to improve the operational efficiency and customer service at ten major airports; and

(e) if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a): Yes, Madam. The difficulties faced by the passengers at airports mainly relates to flight delays, last minute flight cancellations, denied boarding, non-availability of trolley, check-in, security check, staff misbehaviour, non-availability of assistance to persons with disabilities/reduced mobility, lack of information on grievance redressal
mechanism including contact details of concerned officers, dining/refreshment facility etc.;

(b) & (c): Directorate General of Civil Aviation (DGCA) has issued certain guidelines in the Civil Aviation Requirement (CAR) with a view to address the difficulties relating to carriage of persons with disability and/or persons with reduced mobility by Air,facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights, delays in flights, facilitation in case of diversion etc. DGCA has also issued Air Transport Circular (ATC 01 of 2014) outlining the facilities/courtesies to be extended to esteemed traveling public at airports. Further, Airport Service Quality (ASQ) Survey and Customer Satisfaction Index (CSI) Survey is also been carried out at airports by independent agencies in regular intervals to assess the difficulties faced by passengers and take corrective measures on the basis of feedback.

(d) & (e): Yes, Madam. Airports Authority of India (AAI) has identified ten airports, i.e. Chennai, Kolkata, Goa, Pune, Trivandrum, Calicut, Lucknow, Guwhati, Srinagar and Bhubaneswar to undertake initiatives for improvement of operational efficiency, customer service excellence, objective and subjective quality of the services and facilities at airports
through selection of a consultant.